

1. **Services to be furnished** -- The Contractor shall provide all services as identified on Attachment A, OSF SSC ODIN ORDERING QUANTITIES dated 2-1-99 contained in the electronic file "SSC Delivery Order (Attach A).xls". The summary total delivery order value (2 pages) is included in this Delivery Order as Attachment A. SSC consists of NASA and a number of tenants. Backbone upgrades will be decided on a case by case basis, however, the overall management of the cable plant, which will support ODIN and non-ODIN seats and services, is the responsibility of the Contractor.
2. **Price List** -- The unit prices set forth the OSF PRICE LIST are applicable to the services ordered under this Delivery Order. The OSF PRICE LIST will be maintained and made available electronically by the Government. These unit prices are valid for all quantities within +/- 5% of the aggregate minimum/maximum quantities within a service category (e.g., desktop and server) at each center as set forth in Attachment Q of Contract NAS5-98144.

If applicable, the following unit prices shall apply in lieu of the respective prices reflected in the OSF PRICE LIST:

- a. If at least 25% of the total ordered seats within a category (i.e. GP and SE) include the Enhanced service level for Hardware Maintenance, then the unit price will be \$5.33.
 - b. If at least 25% of the total ordered seats within the GP and SE seat categories include the Enhanced service level for integrated Customer Support/Help Desk, then the unit price will be \$2.66.
 - c. If at least 25% of the total ordered seats within a category (i.e. GP and SE) include the Enhanced service level for Shared Peripheral, then the unit price will be \$1.51.
3. There is no Due Diligence price adjustment applicable to this Delivery Order.
 4. The total amount of this Delivery Order is \$ 14,343,295.61.
 5. Pursuant to Contract Section A.1.32.2, the NASA FAR Supplement (NFS) clause 1852.232-77 Limitation of Funds (Fixed-Price Contract) is incorporated in this Delivery Order. The full-text of this clause is provided as Attachment B to this Delivery Order. The following data is provided to complete the NFS clause:

(a) \$106,000 is presently available for payment and allotted to this Delivery Order

SCHEDULE FOR ALLOTMENT OF FUNDS

Date	Amounts
(tbd)	

(c) (1) 2-10-99

6. The accounting and appropriation data for this Delivery Order is provided below:

IM/CW-1/301003/2929C/34/99 BX	\$106,000.00
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7. The period of performance for this Delivery Order shall be thirty-four months beginning February 1, 1999, and ending November 30, 2001. The Contractor shall technology refresh all desktop seats ordered with Hardware Tech Refresh at the premium service level within the period of performance.
8. Authorized Officials –

Delivery Order Contracting Officer (DOCO):	Marjorie Ann Nelson
Alternate DOCO:	Jane M. Reutter
Delivery Order Contracting Officer's	
Technical Representative (DOCOTR):	Jeanne O'Bryan
Technical Management Representative (TMR):	Terence Bordelon
Alternate TMR:	Patrick Kelly
Alternate TMR:	Terry Jackson
9. **Retainage Pools** -- In accordance with Contract Section A.1.8, the Government shall withhold the following amounts from the sum of the monthly seat/system prices submitted on the invoices for this Delivery Order and subsequent modifications. These amounts will be deducted from the monthly invoiced amounts and disbursed if authorized by the ODIN Program Manager. Any amounts not authorized for disbursement will not be carried forward and the Delivery Order will be unilaterally modified to decrease the order dollar value.
 - (a) Three (3) percent for the Performance Retainage Pool (PRP)
 - (b) One (1) percent for the Metric Performance Retainage Pool (MPRP)
10. **Specialized Requirements** (pursuant Contract Article C.5.9)
 - (a) Pursuant to Contract Section A.1.15 PROCEDURES TO EFFECT SPECIALIZED REQUIREMENTS, only the persons listed as Authorized Officials in paragraph 8 above are authorized to initiate the specialized requirements that cause a price change in this Delivery Order.
 - (b) Pursuant to Contract Section C.5.9.2, the mission freeze notification time is no less than three working days prior to the freeze. An individual ODIN user or the TMR may request a mission freeze by calling the ODIN Help Desk. The Contractor shall be responsible for tracking the mission freeze requirements and reporting the occurrences and duration to the TMR. If access is required during the mission freeze, the Contractor shall coordinate access with the requesting user or applicable organization.
 - (c) For the priority service pursuant to Contract Section C.5.9.4.2, the Contractor shall be responsible for obtaining approval from the TMR or the DOCOTR prior to providing priority service under this Delivery Order. The response time requirement shall begin with the receipt of the approval from the TMR or DOCOTR.

11. **Desktop File Services** – In accordance with Contract Section E.3.1.15, the Contractor shall provide a minimum of 50 MB of server file space for each ordered ODIN seat that includes the basic service level.

12. **Asset Transition** -- The Contractor shall submit, within sixty (60) days of the date of this Delivery Order, the initial Asset Transition charge for the period of performance through November 30, 2001. As a minimum, the value shall be updated quarterly. The asset transition value will be calculated using the remaining lease value for all of the contractor-provided assets (both hardware and software) and the number of months remaining on the lease at the end of the delivery order. This applies to all classes of contractor-provided assets, including desktops, servers, telephones, and other communication assets. The Contractor shall include provisions in all purchase and lease arrangements, both for hardware and software, for transfer to a successor Contractor or Government. Catalog ordered items are **NOT** to be included in the asset transition value but shall be listed separately for identification purposes without an asset transition value.

13. **On-site space/facility** -- The Government will provide on-site facilities/space for the Contractor's use in performing the services required under this Delivery Order. The location and size of the facilities/space will be mutually agreed upon in accordance with the Host Tenant Agreement between NASA, John C. Stennis Space Center and OAO Corporation; Use Permit between NASA, John C. Stennis Space Center and OAO Corporation; and Reimbursable Space Act Agreement between NASA and OAO. These agreement documents are incorporated herein by reference. The price for this space is initially assessed at an annual rate of \$11.70 (type I) and \$1.46 (type III) per square foot and includes facility maintenance and operation, custodial, roads and grounds, fire protection, equipment maintenance, base projects, and office furniture (based on availability). The utility costs will be prorated by square footage. Personnel charges are approximately \$1000 per year per person and includes communications operations, library, security, mail, medical (clinic and ambulance), environmental and industrial hygiene services. The price for space, utility and personnel charges periodically change and shall be reimbursed to the Government as delineated in the above referenced agreement documents.

14. **Use of Existing Government Assets** – Pursuant to Contract Section A.1.14 (a), FAR clause 52.245-2, GOVERNMENT PROPERTY (Fixed-Price Contracts) (Dec 1989), is incorporated herein by reference. The NFS clauses (as modified JAN 1999) 1852.245-71 INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY (June 1998) ALTERNATE I (Mar 1989) and 1852.245-77 LIST OF INSTALLATION-ACCOUNTABLE PROPERTY AND SERVICES (July 1997), are incorporated in full text and provided as Attachments E and F to this Delivery Order.

15. **Customer Satisfaction** -- Contract Table F.1.1 is revised to incorporate the Customer Satisfaction metrics applicable to this Delivery Order.

Table F.1.1 – Level 1 Metrics Table (revised)

	Service Delivery (%)	Availability (%)	Customer Satisfaction (%)
Desktop User Services	98	98	90/92/95 *
Phone Service	95	99.9	90/92/95 *
Fax Service	95	99.5	90/92/95 *
Local Video Service	95	99.5	90/92/95 *
Administrative Radio Service	95	99.9	90/92/95 *
Public Address Service	95	99.5	90/92/95 *

* 90% Year 1; 92% Year 2; 95% Year 3

16. **Platform Performance Specifications** -- During the period of performance, the Contractor shall meet or exceed the performance levels for each platform as specified in Attachment C.
17. **Telephone Seats** – The seat price includes the price of the phone instrument that may be required due to any telephone infrastructure improvement performed during this Delivery Order period.
18. **Government Frequency Radios** – The Government will retain ownership of all radios that operate on Government frequencies. These are considered as part of the Center's infrastructure with the Contractor responsible for operation and maintenance.
19. **Personnel Access to Government Premises and Controls to Contractor's Activities** -- In accordance with Contract Clause A.1.25.2, the clause SSC 52.242-90, CONTROLS APPLICABLE TO CONTRACTOR'S ACTIVITIES AND PERSONNEL ACCESS REQUIREMENTS (as modified) is incorporated by full text as Attachment D. In accordance with this clause, the Contractor shall submit a Safety Plan within five (5) days to the TMR for approval.
20. **Local Video Service** – The taping services required in Contract NAS5-98144, E.3.3.3 constitutes 155 hours of taping per year. Additional taping services can be ordered through the CSCC; however, the additional video tapes are considered to be a consumable (A.1.33) and therefore will not be available in the CSCC.

21. **Data Requirement Documents (DRD)** – In addition to the DRD Listing in Table B.1 of Contract NAS5-98144, the following data requirements are applicable to this delivery order:

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| a. DRD# ODIN-OSF-1 | Reports, Supporting Invoice Data |
| b. DTD# ODIN-SSC-1 | Reports, Supplement Supporting Invoice Data |
| c. DRD# ODIN-OSF-2 | Reports, Telephone Call Detail |
| d. DRD# ODIN-SSC-2 | Reports, Supplement Telephone Call Detail
(History Interrogation) |
| e. DRD# ODIN-SSC-3 | Reports, Supplement Telephone Call Detail
(On-line Web Telephone Directory) |
| f. DRD# ODIN-OSF-3 | Reports, Security |

Attachments:

- A. OSF SSC ODIN ORDERING QUANTITIES (45 pages) (Summary: 2 pages)
- B. 1852.232-77 LIMITATION OF FUNDS (FIXED-PRICE CONTRACT) (MARCH 1989) (2 pages)
- C. MINIMUM PERFORMANCE LEVELS (1 page)
- D. SSC 52-242.90 CONTROLS APPLICABLE TO CONTRACTOR'S ACTIVITIES AND PERSONNEL ACCESS REQUIRMENTS (modified JAN 1999) (7 pages)
- E. 1852.245-77 LIST OF INSTALLATION-ACCOUNTABLE PROPERTY AND SERVICES (JULY 1997) (1 page) as modified
- F. 1852.245-71 INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY (JUNE 1998) - ALTERNATE I (MARCH 1989) (1 page) as modified
- G. DRD# ODIN-OSF-1 REPORTS, SUPPORTING INVOICE DATA (2 pages)
- H. DRD# ODIN-OSF-2 REPORTS, TELEPHONE CALL DETAIL (2 pages)
- I. DRD# ODIN-OSF-3 REPORTS, SECURITY (1 page)
- J. DRD# ODIN-SSC-1, REPORTS, SUPPLEMENT SUPPORTING INVOICE DATA (1 page)
- K. DRD# ODIN-SSC-2, REPORTS, SUPPLEMENT TELEPHONE CALL DETAIL (HISTORY INTERROGATION) (2 pages)
- L. DRD# ODIN-SSC-3, REPORTS, SUPPLEMENT TELEPHONE CALL DETAIL (ON-LINE WEB TELEPHONE DIRECTORY) (1 page)